

Strengthening Process Orientation

ESH Division Retreat
February 16-17, 2000

Functional Organization

- Discipline
 - Expertise - RAD, IH, OM, Environment, IS
- Process
 - Set of Activities to produce specific deliverable
 - ESH-7, Emergency Response, LIRs, Hazard Analysis, Permits

Discipline/Process Differences

- **DISCIPLINE**

- Tech Expertise
- SME-People(consulting)
- Creative Problem solving
- Standards less well
Defined - Subject to
Interpretation

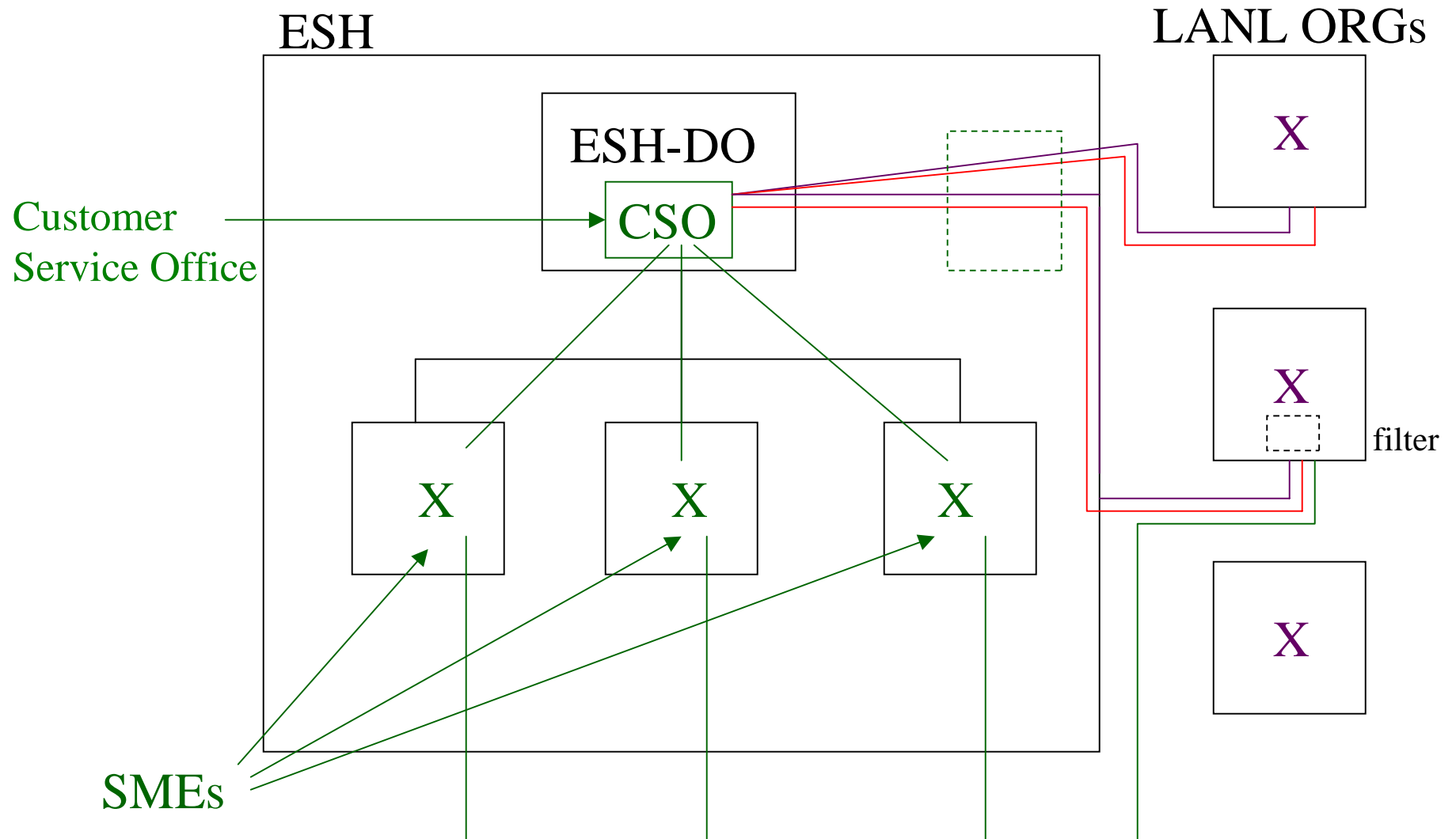
- **PROCESS**

- Activity Expertise
- Product
- Xcut Disciplines
- Size - Redundant
- Dysfunction - Quality
Control
- Responsibility &
Authority(not clear)
- Consistency
- Known Solution
- Standards Well Defined
(policy)

PROCESSES

- Information Management
- Technology Development
- Hazard Analysis
- Customer Service
- Lessons Learned
- Emergency Response
- Analytical Services
- Policy Setting
- Regulatory Interface
- Training
- New Facility Requirements
- Permitting
- Investigations
- New Laboratory Work
- Quality
- Chemical Management
- Enforcement
- Monitoring
- Inspections
- Public Outreach
- Inventories
- Field Audits

ALTERNATIVE 1



ALTERNATIVE 1

Customer Service Coordinator

- Issues resolution
- Priority coordination
- X-functional coordination
- Proactive customer feedback
- Service improvement
- Appropriate authority
- Screening

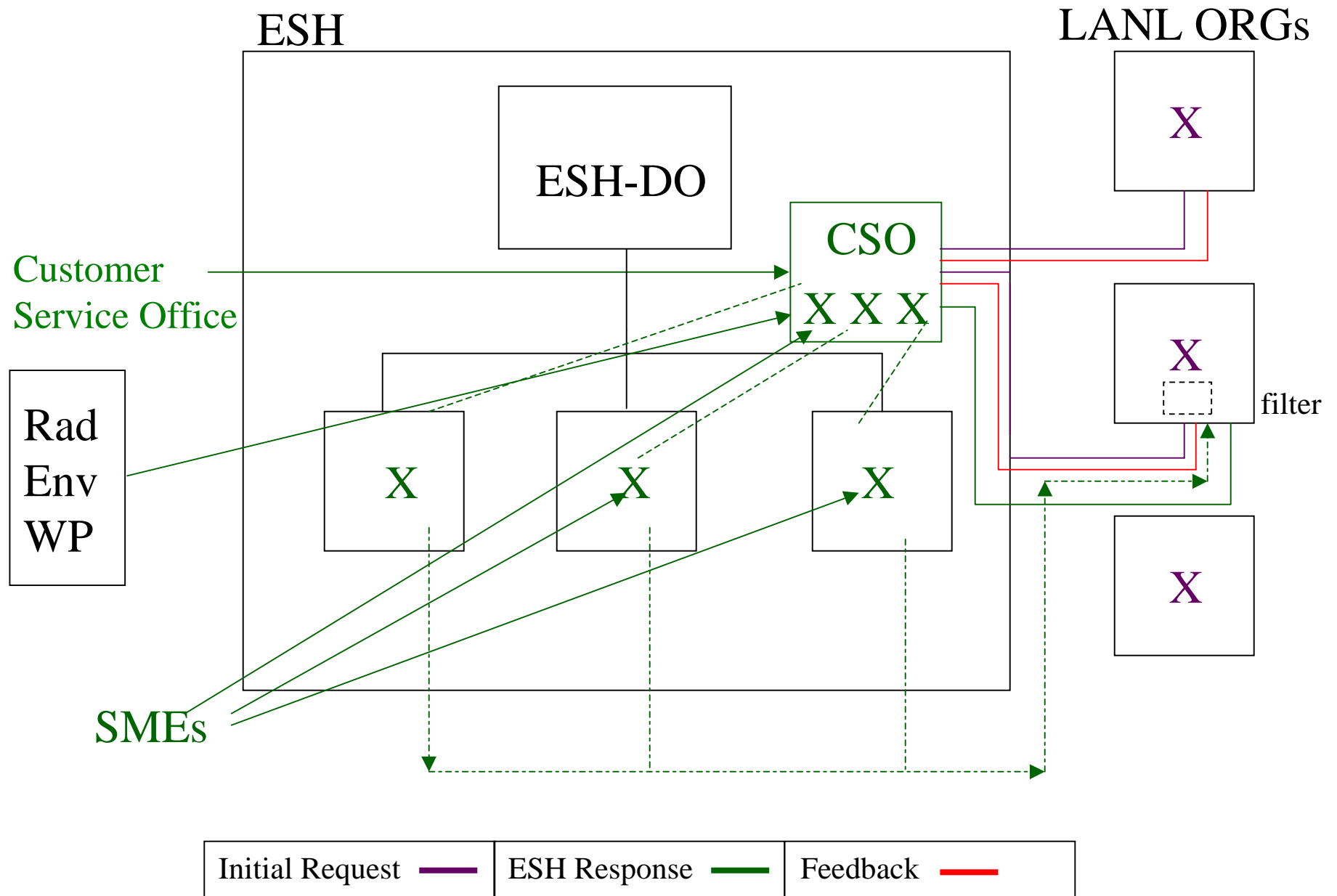
ESH Groups

- Provides SMEs at request of CSC

LAN L Organizations

- Initiates request
- Screening

ALTERNATIVE 2



ALTERNATIVE 2

Customer Service Coordinator

- Manages customer service team
- Tracks quality, provides oversight

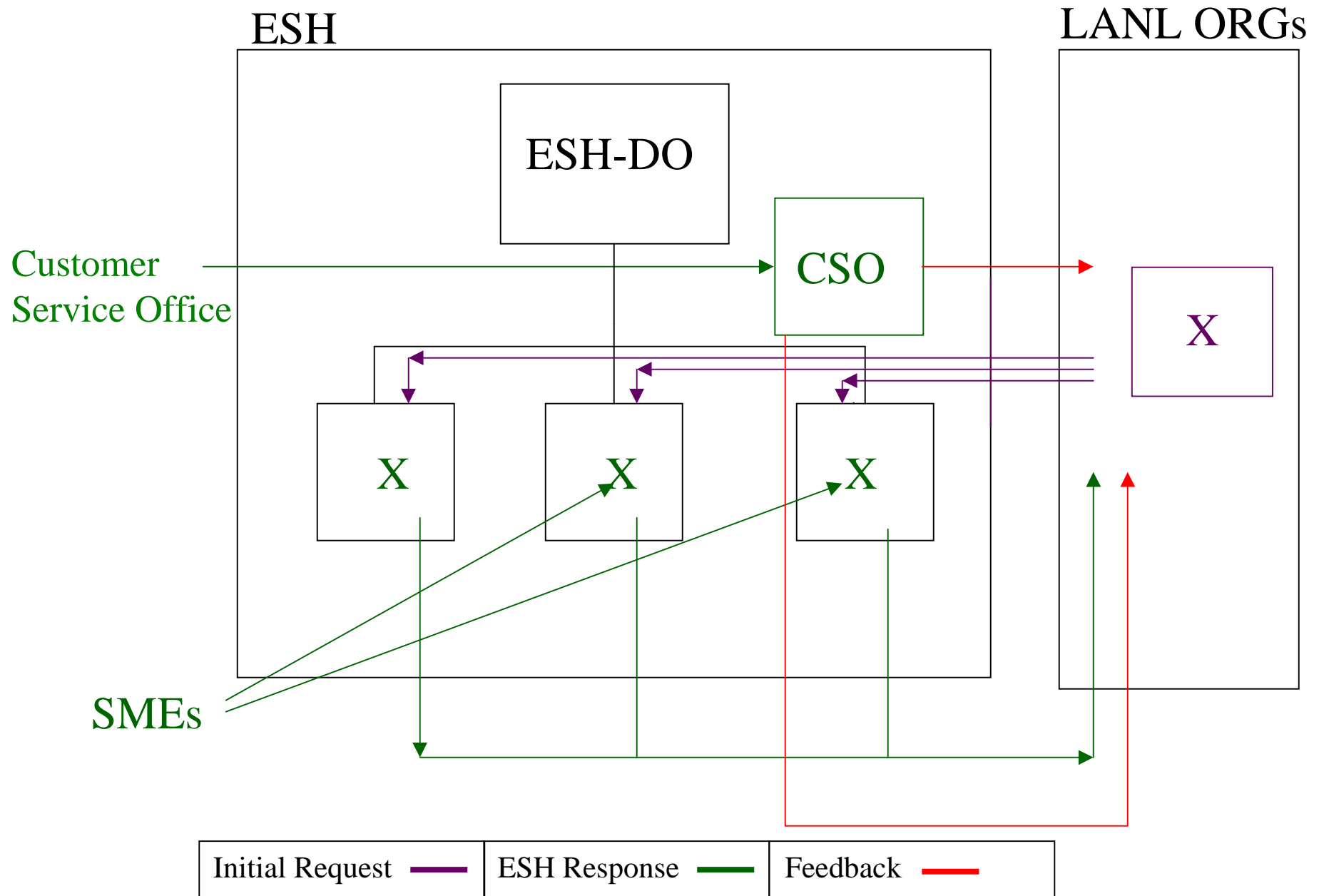
Customer Service Team

- Provides the service
- Serves as POC
- Assembles functional support teams

LAN L Organizations

- Initiates request
- Screening

ALTERNATIVE 3



ALTERNATIVE 3

Customer Service Coordinator

- Assesses quality product
- Compliant office
- Tracking

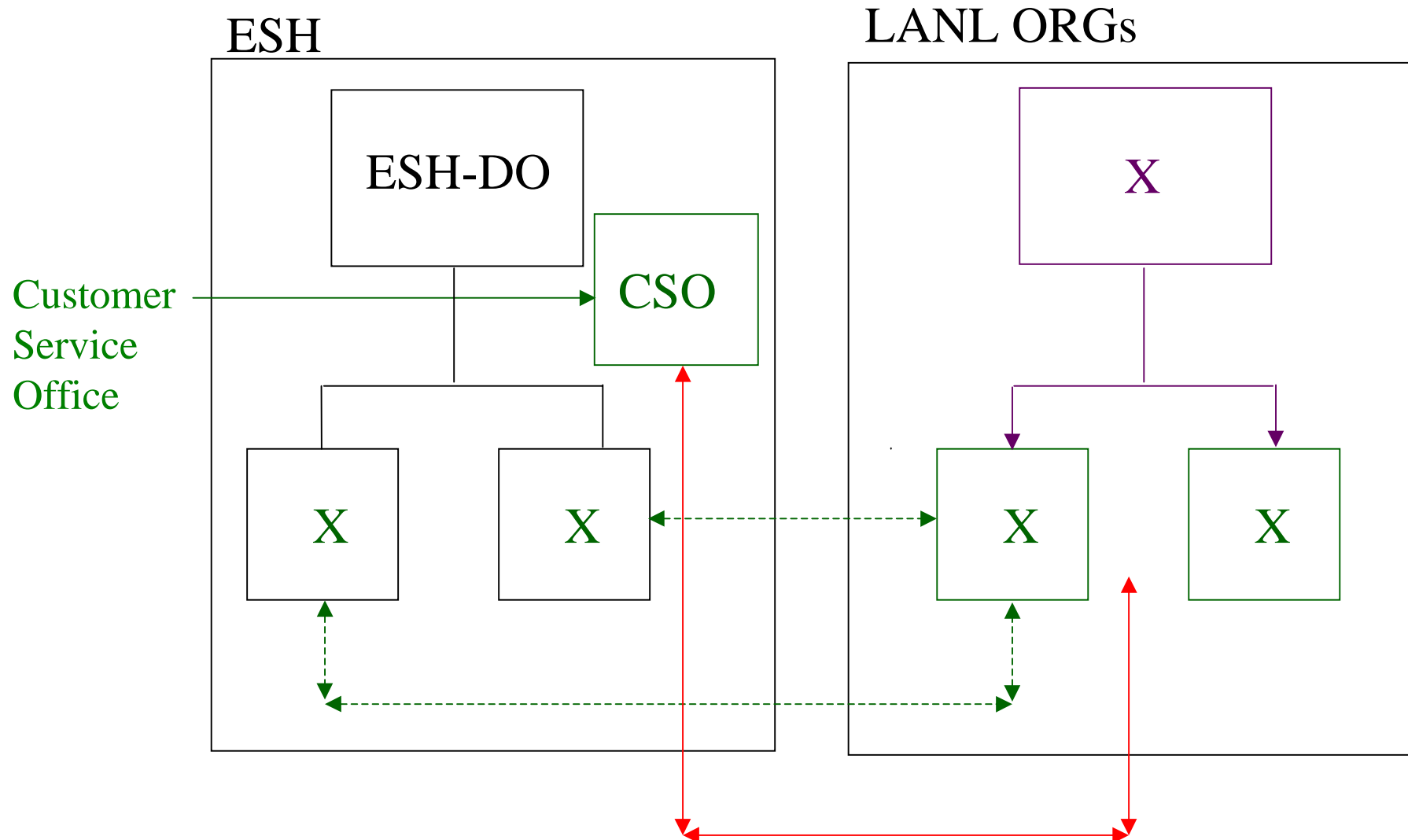
SMEs

- Provide service
- Respond directly to line

LAN L Organizations

- Initiates request
- Screening
- Conducts Process

ALTERNATIVE 4



ALTERNATIVE 4

Customer Service Coordinator

- Assesses quality product
- Compliant office
- Tracking

SMEs

- Located in line organization
 - deployed ESH
 - line org personnel
- ESH (core consultant)
provides backup to line staff

LAN L Organizations

- Initiates request
- Screening
- Conducts Process